

TRAINING ANNOUNCEMENT

OCTOBER 2006 – JANUARY 2007

NASHVILLE

TN DEPARTMENT OF

PERSONNEL

EMPLOYEE DEVELOPMENT &

EEO

505 DEADERICK STREET

SUITE 100

JAMES K. POLK BUILDING

NASHVILLE, TN 37243

615.741.3673

3 T's OF COMMUNICATION—TOOLS, TECHNIQUES & TIPS

October 26, 2006 8:30–12:30
Audience: Any Employee
Course Number: 4128–0076
Register By: 10/9/06 Cancellation Deadline: 10/20/06
Selection Verification Date: 10/12/06 Cost: \$115
The workplace is moving at a faster pace than ever before. It was not that long ago that “sending” a document meant putting a paper document in an envelope and mailing it. You would be glad for it to be received within a week. Now we expect to send a document anywhere in the world and have it received in a matter of minutes, if not seconds. The communication options that we have today are so numerous! Which is “right”? Which is “best”? How will you know which to use and how best to use it?

The 3 T's of Communication is highly specific to State Government's communication environment. This office efficiency course will provide tools, techniques and tips to resolve communication problems facing most office staff today. By using available technology, participants will learn to improve their overall effectiveness and efficiency.

3 T's OF COMMUNICATION—TOOLS, TECHNIQUES & TIPS

December 18, 2006 8:30–12:30
Audience: Any Employee
Course Number: 4128–0079
Register By: 12/1/06 Cancellation Deadline: 12/12/06
Selection Verification Date: 12/4/06 Cost: \$115

ADA & You: The Untapped Resource

January 30, 2007 8:30–4:00
Audience: Those who make employment & training decisions
Course Number: 3068–0107
Register By: 1/13/07 Cancellation Deadline: 1/24/07
Selection Verification Date: 1/16/07 Cost: \$110
This program was designed with the goals of explaining the legal aspects and structure of the Act along with its impact on state government. Another keen focus of the program is how to conduct interviews and make employment decisions in accordance with the ADA.

ADVANCED LIFESTYLE PLANNING

October 19, 2006 8:30–4:00
Audience: Vested Employees
Course Number: 4116–0200
Register By: 10/2/06 Cancellation Deadline: 10/13/06
Selection Verification Date: 10/5/06 Cost: \$125
This program is designed for employees vested with the state who are 15 years or less from retirement. This course will provide the knowledge needed to focus on health & financial goals and to construct a personalized action plan to continue the process of achieving these goals. Participants will obtain information needed to make preparations or adjust existing plans for financial well-being now instead of waiting until retirement, with information on State Retirement, Insurance options and Social Security.

ADVANCED LIFESTYLE PLANNING

December 1, 2006 8:30–4:00
Audience: Vested Employees
Course Number: 4116–0209
Register By: 11/14/06 Cancellation Deadline: 11/25/06
Selection Verification Date: 11/17/06 Cost: \$125

ADVANCED LIFESTYLE PLANNING

January 8, 2007 8:30–4:00
Audience: Vested Employees
Course Number: 4116–0213
Register By: 12/22/06 Cancellation Deadline: 1/2/07
Selection Verification Date: 12/25/06 Cost: \$125

BRIDGES

January 4, 2007 8:30–4:00
Audience: Managers
Course Number: 3059–0097
Register By: 12/18/06 Cancellation Deadline: 12/29/06
Selection Verification Date: 12/21/06 Cost: \$108
This program is designed to increase awareness and sensitivity to cultural, racial, ethnic and gender differences, and facilitates the exploration and practice of skills for managing diversity.

CHOICES

November 1, 2006 8:30–4:00
Audience: Supervisory
Course Number: 2018–0358
Register By: 10/15/06 Cancellation Deadline: 10/26/06
Selection Verification Date: 10/18/06 Cost: \$124
This course shows how an organization can reduce or eliminate EEO complaints and charges, increase manager sensitivity to subtle forms of discrimination, meet affirmative action and EEO guidelines, boost morale, maintain a better public image, and retain its best employees.

COURSE

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COACHING FOR MANAGERS

November 15-16, 2006 8:30–4:00 each day
Audience: Managers
Course Number: 3069–0364
Register By: 10/29/06 Cancellation Deadline: 11/9/06
Selection Verification Date: 11/1/06 Cost: \$0

Coaching for Managers is one of the initial courses offered to managers as part of the Leadership Development Initiative. Participants of the Coaching for Managers course will:

- Define coaching and understand why it is critical to the success of their team, the organization, and themselves.
- Demonstrate interaction skills that help them achieve critical business objectives while satisfying people's personal needs.
- Discover the importance of focusing coaching discussions on the categories of information needed to complete any task.
- Identify coaching opportunities that occur most frequently in today's workplace, as well as their impact, and how to customize coaching to the needs of individual employees and situations.
- Practice effective feedback, active listening and questioning skills.
- Describe how follow-up coaching is a major component in sustaining improvement of performance and work habits.
- Demonstrate follow-up coaching skills to sustain improvement of performance and work habits.

CUSTOMER SERVICE: IN GOVERNMENT!

October 12, 2006 8:30–4:00
Audience: Any Employee
Course Number: 1037–0043
Register By: 9/25/06 Cancellation Deadline: 10/6/06
Selection Verification Date: 9/28/06 Cost: \$140

This workshop will provide helpful insights into working with customers in a government environment and to accomplish the following objectives:

- Identify job, service, and customer knowledge needed to perform their work.
- Recognize service issues from the customer's point of view & list the top seven "service killers."
- Identify factors that influence customer satisfaction and dissatisfaction.
- Discuss elements of appropriate communication used with a customer.
- Identify "moments of truth" in service of customers in the participant's business area and assess service areas needing improvement.
- Apply the "four steps of service" to exceed customer expectations.

DEALING WITH DIFFICULT PEOPLE

October 17, 2006 8:30–4:00
Audience: Non-Supervisory
Course Number: 1023–0377
Register By: 9/30/06 Cancellation Deadline: 10/11/06
Selection Verification Date: 10/3/06 Cost: \$150

Conflict is something most of us prefer to avoid, but avoiding conflict is not the answer. This course provides a positive, even optimistic, approach to managing anger, emotional tension, and confrontation.

DEALING WITH DIFFICULT PEOPLE

November 8, 2006 8:30–4:00
Audience: Non-Supervisory
Course Number: 1023–0385
Register By: 10/22/06 Cancellation Deadline: 11/2/06
Selection Verification Date: 10/25/06 Cost: \$150

DEALING WITH DIFFICULT PEOPLE

December 19, 2006 8:30–4:00
Audience: Non-Supervisory
Course Number: 1023–0387
Register By: 12/2/06 Cancellation Deadline: 12/13/06
Selection Verification Date: 12/5/06 Cost: \$150

DEALING WITH DIFFICULT PEOPLE

January 10, 2007 8:30–4:00
Audience: Non-Supervisory
Course Number: 1023–0389
Register By: 12/24/06 Cancellation Deadline: 1/4/07
Selection Verification Date: 12/27/06 Cost: \$150

DIVERSITY: THE WINNING BALANCE

October 24, 2006 8:30–4:00
Audience: Any Employee
Course Number: 5001–0261
Register By: 10/7/06 Cancellation Deadline: 10/18/06
Selection Verification Date: 10/10/06 Cost: \$120
This course will help all employees explore their personal attitudes towards differences, and how these attitudes affect their interaction with others. Five dramatic segments explore the topic of diversity—on a very personal level.

DIVERSITY: THE WINNING BALANCE

December 8, 2006 8:30–4:00
Audience: Any Employee
Course Number: 5001–0266
Register By: 11/21/06 Cancellation Deadline: 12/2/06
Selection Verification Date: 11/24/06 Cost: \$120

EFFECTIVE TRAINING TECHNIQUES

October 9, 2006 8:30–4:00
Audience: Anyone who trains in a formal setting
Course Number: 4110–0128
Register By: 9/22/06 Cancellation Deadline: 10/3/06
Selection Verification Date: 9/25/06 Cost: \$112
A trainer has a most challenging and rewarding job. The rewards come when your help and guidance enables a learner to do something better. The challenge lies in making it happen! Of course, a trainer cannot make someone learn. Successful training requires more than just standing in front of the group and telling them what they should know. This workshop will provide the knowledge and skills required to facilitate learning in a classroom environment.

EFFECTIVE TRAINING TECHNIQUES

November 17, 2006 8:30–4:00
Audience: Anyone who trains in a formal setting
Course Number: 4110–0132
Register By: 10/31/06 Cancellation Deadline: 11/11/06
Selection Verification Date: 11/3/06 Cost: \$112

EFFECTIVE TRAINING TECHNIQUES

December 6, 2006 8:30–4:00
Audience: Anyone who trains in a formal setting
Course Number: 4110–0134
Register By: 11/19/06 Cancellation Deadline: 11/30/06
Selection Verification Date: 11/22/06 Cost: \$112

EFFECTIVE TRAINING TECHNIQUES

January 16, 2007 8:30–4:00
Audience: Anyone who trains in a formal setting
Course Number: 4110–0136
Register By: 12/30/06 Cancellation Deadline: 1/10/07
Selection Verification Date: 1/2/07 Cost: \$112

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ENGLISH REVIEW PART I

November 13-17, 2006 8:30–12:30 each day
Audience: Any Employee
Course Number: 1003–0161
Register By: 10/27/06 Cancellation Deadline: 11/7/06
Selection Verification Date: 10/30/06 Cost: \$386
With advancing technology, employees are assuming more responsibility for grammatically correct business correspondence. This course will prepare the employee for today's business world.

ENGLISH REVIEW, PART II

January 22-26, 2007 8:30–12:30 each day
Audience: Any Employee
Course Number: 1015–0105
Register By: 1/5/07 Cancellation Deadline: 1/16/07
Selection Verification Date: 1/8/07 Cost: \$360
Building on the material covered in English Review Part I, participants in this program will have the opportunity to improve their ability to construct easily understood and grammatically correct sentences with proper spelling and punctuation.

INTERVIEWING TECHNIQUES

October 30-31, 2006 8:30–4:00 each day
Audience: Supervisory
Course Number: 3027–0197
Register By: 10/13/06 Cancellation Deadline: 10/24/06
Selection Verification Date: 10/16/06 Cost: \$222
One of the most important functions in State government is staffing. Interviewing skills are a necessary prerequisite for conducting objective interviews in the staffing function. *Interviewing Techniques* provides a uniform, transferable, and systematic approach to interviewing. Through video modeling, short lectures, and skill practice, participants learn a systematic approach to planning, conducting and evaluating effective interviews. Equal Opportunity, Affirmative Action, and ADA laws are specifically addressed in the course.

INTERVIEWING TECHNIQUES

December 5-6, 2006 8:30–4:00 each day
Audience: Supervisory
Course Number: 3027–0199
Register By: 11/18/06 Cancellation Deadline: 11/29/06
Selection Verification Date: 11/21/06 Cost: \$222

INVESTIGATIONS: DISCRIMINATION AND HARASSMENT

CLAIMS

October 25-26, 2006 8:30–4:00 each day
Audience: Anyone responsible for investigating
Intake Referral Forms
Course Number: 4137–0012
Register by: 10/8/06 Cancellation Deadline: 10/19/06
Selection Verification Date: 10/11/06 Cost: \$175
When faced with a harassment or discrimination complaint, an agency should respond promptly and thoroughly. If you are the person responsible for investigating such a claim, you need to know how to conduct an investigation that addresses the issues appropriately and that is sensitive to the rights of both the alleged victim and the accused. Participants will learn the basic legal foundation for harassment and discrimination claims and will apply that knowledge during this intensive and practical course. Using an interactive format, participants will learn how to (1) take an initial complaint, (2) turn that information into an investigation plan, (3) interview parties involved in a claim, and (4) reduce the information gathered into an investigative memorandum.

INVESTIGATIONS: DISCRIMINATION AND HARASSMENT

CLAIMS

January 11-12, 2007 8:30–4:00 each day
Audience: Anyone responsible for investigating
Intake Referral Forms
Course Number: 4137–0016
Register by: 12/25/06 Cancellation Deadline: 1/5/07
Selection Verification Date: 12/28/06 Cost: \$175

MAKING EFFECTIVE PRESENTATIONS

November 6-7, 2006 6th (8:30–12:30), 7th (8:30–4:00)
Audience: Anyone making formal presentations
Course Number: 4102–0146
Register By: 10/20/06 Cancellation Deadline: 10/31/06
Selection Verification Date: 10/23/06 Cost: \$183
It is normal to be uncomfortable about speaking in front of a group of people. *Making Effective Presentations* provides ways to increase the ability to express ideas so that the speaker gains audience understanding and support. This course provides an opportunity to learn key steps and useful tips in preparing for and giving effective presentations.

MANAGING PERFORMANCE₂

October 10-11, 2006 8:30–4:00 each day
Audience: Supervisors
Course Number: 2039–0072
Register By: 9/23/06 Cancellation Deadline: 10/4/06
Selection Verification Date: 9/26/06 Cost: \$0
Managing Performance₂ is a two-day workshop that will provide supervisors and managers with the knowledge and skills necessary to effectively manage the performance of the employees who report to them. At the end of the workshop participants will be able to:

- Define performance.
- Identify the reasons why performance is important.
- Review the basic principles of motivation.
- Recognize the leader's role in fostering a positive work environment.
- Recognize the different opportunities for improving employee performance.
- Identify the steps for performance counseling.
- Use the performance counseling worksheet to prepare for and conduct a performance counseling discussion.
- Learn the basic principles for providing effective feedback.
- Identify ways to reinforce effective performance.
- Develop an action plan to apply the knowledge and skills learned.

Managing Performance₂ (MP₂) replaces Managing Performance in the LDI Phase I. Its content is designed to parallel that of Managing Performance, and as such supervisors who have taken the original course will not be required to enroll in MP₂. Since MP₂ is an LDI course, there is no charge to participate.

MANAGING PERFORMANCE₂

October 30-31, 2006 8:30–4:00 each day
Audience: Supervisors
Course Number: 2039–0074
Register By: 10/13/06 Cancellation Deadline: 10/24/06
Selection Verification Date: 10/16/06 Cost: \$0

MANAGING PERFORMANCE₂

November 29-30, 2006 8:30–4:00 each day
Audience: Supervisors
Course Number: 2039–0081
Register By: 11/12/06 Cancellation Deadline: 11/23/06
Selection Verification Date: 11/15/06 Cost: \$0

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MANAGING PERFORMANCE₂

December 11-12, 2006 8:30–4:00 each day
Audience: Supervisors
Course Number: 2039–0082
Register By: 11/24/06 Cancellation Deadline: 12/5/06
Selection Verification Date: 11/27/06 Cost: \$0

MANAGING PERFORMANCE₂

January 23-24, 2007 8:30–4:00 each day
Audience: Supervisors
Course Number: 2039–0085
Register By: 1/6/07 Cancellation Deadline: 1/17/07
Selection Verification Date: 1/9/07 Cost: \$0

ORGANIZATIONAL POLICIES & PRACTICES FOR MANAGERS

November 2-3, 2006 2nd (8:30–4:00) 3rd (8:30–11:30)
Audience: Managers
Course Number: 3068–0415
Register By: 10/16/06 Cancellation Deadline: 10/27/06
Selection Verification Date: 10/19/06 Cost: \$0

Organizational Policies & Practices for Managers is one of the initial courses offered to managers as part of the Leadership Development Initiative.

Managers attending this course will learn and understand:

- The role of managers, supervisors and employees and how each role is similar and different.
- How to manage responsibility under applicable Federal, State and local laws and policies.
- The organization and key provisions of the Department of Personnel Rules.
- A systematic approach to managing the performance of supervisors and employees.

ORGANIZATIONAL POLICIES & PRACTICES FOR SUPERVISORS

October 12-13, 2006 12th (8:30–4:00) 13th (8:30–11:30)
Audience: Supervisors
Course Number: 2035–0839
Register By: 9/25/06 Cancellation Deadline: 10/6/06
Selection Verification Date: 9/28/06 Cost: \$0

Organizational Policies & Practices for Supervisors supports the Leadership Development Initiative and introduces:

- The fundamental change in their job role that occurs as a new supervisor.
- Supervisory responsibility under applicable Federal, State and local laws and policies.
- The organization and key provisions of the Department of Personnel Rules.
- A systematic approach to managing the performance of employees.

ORGANIZATIONAL POLICIES & PRACTICES FOR SUPERVISORS

December 4-5, 2006 4th (8:30–4:00) 5th (8:30–11:30)
Audience: Supervisors
Course Number: 2035–0845
Register By: 11/17/06 Cancellation Deadline: 11/28/06
Selection Verification Date: 11/20/06 Cost: \$0

ORGANIZATIONAL POLICIES & PRACTICES FOR SUPERVISORS

January 9-10, 2007 9th (8:30–4:00) 10th (8:30–11:30)
Audience: Supervisors
Course Number: 2035–0848
Register By: 1/2/07 Cancellation Deadline: 1/13/07
Selection Verification Date: 1/5/07 Cost: \$0

PLAIN LANGUAGE WRITING

November 21, 2006 8:30–4:00
Audience: Any Employee
Course Number: 4123–0094
Register By: 11/5/06 Cancellation Deadline: 11/6/06
Selection Verification Date: 11/8/06 Cost: \$134

The traditional way of writing government documents often means the reader can't understand the intended message. This can lead to customer dissatisfaction and even more serious negative consequences to the agency and to our customers. Studies show that clearly written regulations, official letters, and memos improve compliance and decrease litigation, complaints, etc. Writing that considers our reader's needs improves the relationship between government and the public it serves and our internal customers. Clear writing reduces this burden on the public. It also reduces our burden because we don't have to deal with the consequences of unclear communication. This course is designed to provide you with appropriate writing solutions.

PROJECT MANAGEMENT

October 4-5, 2006 8:30–4:00 each day
Audience: Supervisory
Course Number: 4127–0049
Register By: 9/14/06 Cancellation Deadline: 9/28/06
Selection Verification Date: 9/20/06 Cost: \$365

Today, many professionals find themselves attempting to manage complex and difficult projects. Successful project managers have found it valuable to develop the skills to most effectively plan and carry out their projects. This course will assist in developing the competencies required to effectively manage a project team, establish clarity of project goals, specify required resources, execute the plan and evaluate the outcome.

Project Management provides participants with practical methodologies that result in the successful management of projects. It is a two-day course for all employees managing projects.

PROJECT MANAGEMENT

December 12-13, 2006 8:30–4:00 each day
Audience: Supervisory
Course Number: 4127–0050
Register By: 11/25/06 Cancellation Deadline: 12/6/06
Selection Verification Date: 11/28/06 Cost: \$365

RESPECTFUL WORKPLACE: A MANAGER'S GUIDE TO PREVENTING WORKPLACE HARASSMENT

October 9, 2006 8:30–4:00
Audience: Supervisors/Managers
Course Number: 3077–0361
Register By: 9/22/06 Cancellation Deadline: 10/3/06
Selection Verification Date: 9/25/06 Cost: \$109

While all state employees are responsible for creating a respectful workplace, much of the challenge for implementing the state's new policy on Workplace Harassment will fall on managers and supervisors. What are harassing behaviors? What does a manager/supervisor do if they receive a complaint? How are complaints documented? What is retaliation? This course will provide the answers to these and many other questions managers and supervisors may have about Workplace Harassment.

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RESPECTFUL WORKPLACE: A MANAGER'S GUIDE TO PREVENTING WORKPLACE HARASSMENT

October 9, 2006 8:30–4:00
Audience: Supervisors/Managers
Course Number: 3077–0362
Register By: 9/22/06 Cancellation Deadline: 10/3/06
Selection Verification Date: 9/25/06 Cost: \$109

RESPECTFUL WORKPLACE: A MANAGER'S GUIDE TO PREVENTING WORKPLACE HARASSMENT

October 25, 2006 8:30–4:00
Audience: Supervisors/Managers
Course Number: 3077–0363
Register By: 10/8/06 Cancellation Deadline: 10/19/06
Selection Verification Date: 10/11/06 Cost: \$109

RESPECTFUL WORKPLACE: A MANAGER'S GUIDE TO PREVENTING WORKPLACE HARASSMENT

October 25, 2006 8:30–4:00
Audience: Supervisors/Managers
Course Number: 3077–0364
Register By: 10/8/06 Cancellation Deadline: 10/19/06
Selection Verification Date: 10/11/06 Cost: \$109

RESPECTFUL WORKPLACE: A MANAGER'S GUIDE TO PREVENTING WORKPLACE HARASSMENT

November 6, 2006 8:30–4:00
Audience: Supervisors/Managers
Course Number: 3077–0389
Register By: 10/20/06 Cancellation Deadline: 10/31/06
Selection Verification Date: 10/23/06 Cost: \$109

RESPECTFUL WORKPLACE: A MANAGER'S GUIDE TO PREVENTING WORKPLACE HARASSMENT

December 14, 2006 8:30–4:00
Audience: Supervisors/Managers
Course Number: 3077–0392
Register By: 11/27/06 Cancellation Deadline: 12/8/06
Selection Verification Date: 11/30/06 Cost: \$109

RESPECTFUL WORKPLACE: A MANAGER'S GUIDE TO PREVENTING WORKPLACE HARASSMENT

January 22, 2007 8:30–4:00
Audience: Supervisors/Managers
Course Number: 3077–0394
Register By: 1/5/07 Cancellation Deadline: 1/16/07
Selection Verification Date: 1/8/07 Cost: \$109

RESPECTFUL WORKPLACE: A MANAGER'S GUIDE TO PREVENTING WORKPLACE HARASSMENT - TRAIN THE TRAINER (T-4-T)

October 17-20, 2006 8:30–4:00 Day 1 -3
8:30-12:30 Day 4
Audience: Agency Trainers
Course Number: 4135-0018
Register By: 9/30/06 Cancellation Deadline: 10/11/06
Selection Verification Date: 10/3/06 Cost: \$620
This course is designed for Agency Trainers to be certified in the Respectful Workplace for manager and staff level courses as facilitators.

RESPECTFUL WORKPLACE: A MANAGER'S GUIDE TO PREVENTING WORKPLACE HARASSMENT - TRAIN THE TRAINER (T-4-T)

January 23-26, 2007 8:30–4:00 Day 1 -3
8:30-12:30 Day 4
Audience: Agency Trainers
Course Number: 4135-0019
Register By: 1/6/07 Cancellation Deadline: 1/17/07
Selection Verification Date: 1/9/07 Cost: \$620

RESPECTFUL WORKPLACE: A STAFF GUIDE TO PREVENTING WORKPLACE HARASSMENT

October 3, 2006 8:30–12:30
Audience: Non Supervisory
Course Number: 5044–0856
Register By: 9/16/06 Cancellation Deadline: 9/27/06
Selection Verification Date: 9/19/06 Cost: \$74

The state has developed a new policy regarding all forms of workplace harassment in accordance with the Executive Order. This workshop will help employees understand what workplace harassment is, identify who is protected, and describe what an employee should do if he/she encounters harassing behavior in the workplace.

RESPECTFUL WORKPLACE: A STAFF GUIDE TO PREVENTING WORKPLACE HARASSMENT

October 3, 2006 8:30–12:30
Audience: Non Supervisory
Course Number: 5044–0857
Register By: 9/16/06 Cancellation Deadline: 9/27/06
Selection Verification Date: 9/19/06 Cost: \$74

RESPECTFUL WORKPLACE: A STAFF GUIDE TO PREVENTING WORKPLACE HARASSMENT

October 20, 2006 8:30–12:30
Audience: Non Supervisory
Course Number: 5044–0858
Register By: 10/3/06 Cancellation Deadline: 10/14/06
Selection Verification Date: 10/6/06 Cost: \$74

RESPECTFUL WORKPLACE: A STAFF GUIDE TO PREVENTING WORKPLACE HARASSMENT

November 13, 2006 8:30–12:30
Audience: Non Supervisory
Course Number: 5044–0935
Register By: 10/27/06 Cancellation Deadline: 11/7/06
Selection Verification Date: 10/30/06 Cost: \$74

RESPECTFUL WORKPLACE: A STAFF GUIDE TO PREVENTING WORKPLACE HARASSMENT

November 14, 2006 8:30–12:30
Audience: Non Supervisory
Course Number: 5044–0946
Register By: 10/28/06 Cancellation Deadline: 11/8/06
Selection Verification Date: 10/31/06 Cost: \$74

RESPECTFUL WORKPLACE: A STAFF GUIDE TO PREVENTING WORKPLACE HARASSMENT

December 1, 2006 8:30–12:30
Audience: Non Supervisory
Course Number: 5044–0937
Register By: 11/14/06 Cancellation Deadline: 11/25/06
Selection Verification Date: 11/17/06 Cost: \$74

RESPECTFUL WORKPLACE: A STAFF GUIDE TO PREVENTING WORKPLACE HARASSMENT

December 13, 2006 8:30–12:30
Audience: Non Supervisory
Course Number: 5044–0947
Register By: 11/26/06 Cancellation Deadline: 12/7/06
Selection Verification Date: 11/29/06 Cost: \$74

RESPECTFUL WORKPLACE: A STAFF GUIDE TO PREVENTING WORKPLACE HARASSMENT

January 5, 2007 8:30–12:30
Audience: Non Supervisory
Course Number: 5044–0940
Register By: 12/19/06 Cancellation Deadline: 12/30/06
Selection Verification Date: 12/22/06 Cost: \$74

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RESPECTFUL WORKPLACE: A STAFF GUIDE TO PREVENTING WORKPLACE HARASSMENT

January 17, 2007 8:30–12:30
Audience: Non Supervisory
Course Number: 5044–0941
Register By: 12/31/06 Cancellation Deadline: 1/11/07
Selection Verification Date: 1/3/07 Cost: \$74

RESPECTFUL WORKPLACE: A STAFF GUIDE TO PREVENTING WORKPLACE HARASSMENT - TRAIN THE TRAINER (T-4-T)

November 15-17, 2006 8:30–4:00 Day 1 & 2
8:30-12:30 Day 3
Audience: Agency Trainers
Course Number: 4133-0015
Register By: 10/29/06 Cancellation Deadline: 11/9/06
Selection Verification Date: 11/1/06 Cost: \$450
This course is designed for Agency Trainers to be certified in the Respectful Workplace for staff level course as facilitators.

SPEAK UP ON TV

October 5, 2006 8:30–4:00
Audience: Employees who represent their
Agency and the State to the mass media
Course Number: 4034–0141
Register By: 9/18/06 Cancellation Deadline: 9/29/06
Selection Verification Date: 9/21/06 Cost: \$270
This program offers a unique opportunity to communicate a positive image of State Government to the public by providing participants an opportunity to learn basic on-camera techniques, analyze interviews and practice short on-camera interviews.

STRATEGIES FOR STRESS MANAGEMENT

December 7, 2006 8:30–4:00
Audience: Any Employee
Course Number: 4037–0333
Register By: 11/20/06 Cancellation Deadline: 12/1/06
Selection Verification Date: 11/23/06 Cost: \$110
Stress is a part of everyone's life. If we don't manage our individual stress levels, serious physical and emotional problems can occur. This program is designed to help employees understand stress, its causes, how people react to stress and ways to cope with stress.

TAKING TIME FOR MAKING TIME

October 31, 2006 8:30–12:30
Audience: Any Employee
Course Number: 4126–0085
Register By: 10/14/06 Cancellation Deadline: 10/25/06
Selection Verification Date: 10/17/06 Cost: \$175
Organizing, prioritizing, and managing time: these things seem to come naturally to some people. For most of us though, it's not so easy. The demands of work, family and so much else make it easy for something to "fall through the cracks." And then, of course, we feel guilty for missing the event and resolve to do better next time. Good time management skills can be learned.

Taking Time For Making Time is a fast paced, highly interactive program that provides the basics to manage time and priorities, define and describe your personal and organizational values, write measurable and achievable goals and tasks. Participants will learn to apply specific techniques to avoid procrastination, minimize interruptions such as phone calls, manage information such as mail and e-mail and maximize personal productivity. This four hour course is for all employees.

TAKING TIME FOR MAKING TIME

November 20, 2006 8:30–12:30
Audience: Any Employee
Course Number: 4126–0089
Register By: 11/3/06 Cancellation Deadline: 11/14/06
Selection Verification Date: 11/6/06 Cost: \$175

TAKING TIME FOR MAKING TIME

December 15, 2006 8:30–12:30
Audience: Any Employee
Course Number: 4126–0090
Register By: 11/28/06 Cancellation Deadline: 12/9/06
Selection Verification Date: 12/1/06 Cost: \$175

TAKING TIME FOR MAKING TIME

January 23, 2007 8:30–12:30
Audience: Any Employee
Course Number: 4126–0091
Register By: 1/6/07 Cancellation Deadline: 1/17/07
Selection Verification Date: 1/9/07 Cost: \$175

TRAINING ANNOUNCEMENT

OCTOBER 2006 – JANUARY 2006

MIDDLE TENNESSEE COLUMBIA

TN DEPARTMENT OF

PERSONNEL

EMPLOYEE DEVELOPMENT

& EEO

505 DEADERICK STREET

SUITE 100

JAMES K. POLK BUILDING

NASHVILLE, TN 37243

615.741.3673

ADVANCED LIFESTYLE PLANNING

November 9, 2006

8:30–4:00

Audience:

Vested Employees

Course Number:

4116–0208

Register By: 10/23/06

Cancellation Deadline: 11/3/06

Selection Verification Date: 10/26/06

Cost: \$125

This program is designed for employees vested with the state who are 15 years or less from retirement. This course will provide the knowledge needed to focus on health & financial goals and to construct a personalized action plan to continue the process of achieving these goals. Participants will obtain information needed to make preparations or adjust existing plans for financial well-being now instead of waiting until retirement, with information on State Retirement, Insurance options and Social Security.

TRAINING ANNOUNCEMENT

OCTOBER 2006 – JANUARY 2006

MIDDLE TENNESSEE COOKEVILLE

TN DEPARTMENT OF

PERSONNEL

EMPLOYEE DEVELOPMENT

& EEO

505 DEADERICK STREET

SUITE 100

JAMES K. POLK BUILDING

NASHVILLE, TN 37243

615.741.3673

ADVANCED LIFESTYLE PLANNING

November 1, 2006

8:30–4:00

Audience:

Vested Employees

Course Number:

4116–0206

Register By: 10/15/06

Cancellation Deadline: 10/26/06

Selection Verification Date: 10/18/06

Cost: \$125

This program is designed for employees vested with the state who are 15 years or less from retirement. This course will provide the knowledge needed to focus on health & financial goals and to construct a personalized action plan to continue the process of achieving these goals. Participants will obtain information needed to make preparations or adjust existing plans for financial well-being now instead of waiting until retirement, with information on State Retirement, Insurance options and Social Security.

ADVANCED LIFESTYLE PLANNING

December 7, 2006

8:30–4:00

Audience:

Vested Employees

Course Number:

4116–0211

Register By: 11/20/06

Cancellation Deadline: 12/1/06

Selection Verification Date: 11/23/06

Cost: \$125

This program is designed for employees vested with the state who are 15 years or less from retirement. This course will provide the knowledge needed to focus on health & financial goals and to construct a personalized action plan to continue the process of achieving these goals. Participants will obtain information needed to make preparations or adjust existing plans for financial well-being now instead of waiting until retirement, with information on State Retirement, Insurance options and Social Security.

TRAINING ANNOUNCEMENT

OCTOBER 2006 – JANUARY 2006

WEST TENNESSEE JACKSON

TN DEPARTMENT OF

PERSONNEL

EMPLOYEE DEVELOPMENT

& EEO

505 DEADERICK STREET

SUITE 100

JAMES K. POLK BUILDING

NASHVILLE, TN 37243

615.741.3673

3 T's OF COMMUNICATION—TOOLS, TECHNIQUES & TIPS

January 19, 2007 8:30–12:30
Audience: Any Employee
Course Number: 4128–0081
Register By: 1/2/07 Cancellation Deadline: 1/13/07
Selection Verification Date: 1/5/07 Cost: \$115
The workplace is moving at a faster pace than ever before. It was not that long ago that “sending” a document meant putting a paper document in an envelope and mailing it. You would be glad for it to be received within a week. Now we expect to send a document anywhere in the world and have it received in a matter of minutes, if not seconds. The communication options that we have today are so numerous! Which is “right”? Which is “best”? How will you know which to use and how best to use it?

The 3 T's of Communication is highly specific to State Government's communication environment. This office efficiency course will provide tools, techniques and tips to resolve communication problems facing most office staff today. By using available technology, participants will learn to improve their overall effectiveness and efficiency.

ADVANCED LIFESTYLE PLANNING

November 7, 2006 8:30–4:00
Audience: Vested Employees
Course Number: 4116–0207
Register By: 10/21/06 Cancellation Deadline: 11/1/06
Selection Verification Date: 10/24/06 Cost: \$125
This program is designed for employees vested with the state who are 15 years or less from retirement. This course will provide the knowledge needed to focus on health & financial goals and to construct a personalized action plan to continue the process of achieving these goals. Participants will obtain information needed to make preparations or adjust existing plans for financial well-being now instead of waiting until retirement, with information on State Retirement, Insurance options and Social Security.

CUSTOMER SERVICE: IN GOVERNMENT!

November 27, 2006 8:30–4:00
Audience: Any Employee
Course Number: 1037–0121
Register By: 11/10/06 Cancellation Deadline: 11/21/06
Selection Verification Date: 11/13/06 Cost: \$140
This workshop will provide helpful insights into working with customers in a government environment and to accomplish the following objectives:

- Identify job, service, and customer knowledge needed to perform their work.
- Recognize service issues from the customer's point of view & list the top seven “service killers.”
- Identify factors that influence customer satisfaction and dissatisfaction.
- Discuss elements of appropriate communication used with a customer.
- Identify “moments of truth” in service of customers in the participant's business area and assess service areas needing improvement.
- Apply the “four steps of service” to exceed customer expectations.

DEALING WITH DIFFICULT PEOPLE

October 23, 2006 8:30–4:00
Audience: Non-Supervisory
Course Number: 1023–0378
Register By: 10/6/06 Cancellation Deadline: 10/17/06
Selection Verification Date: 10/9/06 Cost: \$150
Conflict is something most of us prefer to avoid, but avoiding conflict is not the answer. This course provides a positive, even optimistic, approach to managing anger, emotional tension, and confrontation.

DEALING WITH DIFFICULT PEOPLE

January 8, 2007 8:30–4:00
Audience: Non-Supervisory
Course Number: 1023–0388
Register By: 12/22/06 Cancellation Deadline: 1/2/06
Selection Verification Date: 12/25/06 Cost: \$150

DIVERSITY: THE WINNING BALANCE

December 11, 2006 8:30–4:00
Audience: Any Employee
Course Number: 5001–0267
Register By: 11/24/06 Cancellation Deadline: 12/5/06
Selection Verification Date: 11/27/06 Cost: \$120
This course will help all employees explore their personal attitudes towards differences, and how these attitudes affect their interaction with others. Five dramatic segments explore the topic of diversity—on a very personal level.

COURSE

A N N O U N C E M E N T

OCTOBER 2006
– JANUARY 2007

JACKSON

EFFECTIVE TRAINING TECHNIQUES

October 5, 2006 8:30–4:00
Audience: Anyone who trains in a formal setting
Course Number: 4110–0129
Register By: 9/18/06 Cancellation Deadline: 9/29/06
Selection Verification Date: 9/21/06 Cost: \$112
A trainer has a most challenging and rewarding job. The rewards come when your help and guidance enables a learner to do something better. The challenge lies in making it happen! Of course, a trainer cannot make someone learn. Successful training requires more than just standing in front of the group and telling them what they should know. This workshop will provide the knowledge and skills required to facilitate learning in a classroom environment.

MAKING EFFECTIVE PRESENTATIONS

October 19-20, 2006 19th (8:30–12:30), 20th (8:30–4:00)
Audience: Anyone making formal presentations
Course Number: 4102–0144
Register By: 10/2/06 Cancellation Deadline: 10/13/06
Selection Verification Date: 10/5/06 Cost: \$183
It is normal to be uncomfortable about speaking in front of a group of people. *Making Effective Presentations* provides ways to increase the ability to express ideas so that the speaker gains audience understanding and support. This course provides an opportunity to learn key steps and useful tips in preparing for and giving effective presentations.

PLAIN LANGUAGE WRITING

January 26, 2007 8:30–4:00
Audience: Any Employee
Course Number: 4123–0096
Register By: 1/9/07 Cancellation Deadline: 1/20/07
Selection Verification Date: 1/12/07 Cost: \$134
The traditional way of writing government documents often means the reader can't understand the intended message. This can lead to customer dissatisfaction and even more serious negative consequences to the agency and to our customers. Studies show that clearly written regulations, official letters, and memos improve compliance and decrease litigation, complaints, etc. Writing that considers our reader's needs improves the relationship between government and the public it serves and our internal customers. Clear writing reduces this burden on the public. It also reduces our burden because we don't have to deal with the consequences of unclear communication. This course is designed to provide you with appropriate writing solutions.

RESPECTFUL WORKPLACE: A MANAGER'S GUIDE TO PREVENTING WORKPLACE HARASSMENT

December 18, 2006 8:30–4:00
Audience: Supervisors/Managers
Course Number: 3077–0393
Register By: 12/1/06 Cancellation Deadline: 12/12/06
Selection Verification Date: 12/4/06 Cost: \$109
While all state employees are responsible for creating a respectful workplace, much of the challenge for implementing the state's new policy on Workplace Harassment will fall on managers and supervisors. What are harassing behaviors? What does a manager/supervisor do if they receive a complaint? How are complaints documented? What is retaliation? This course will provide the answers to these and many other questions managers and supervisors may have about Workplace Harassment.

RESPECTFUL WORKPLACE: A STAFF GUIDE TO PREVENTING WORKPLACE HARASSMENT

January 12, 2007 8:30–12:30
Audience: Non Supervisory
Course Number: 5044–0942
Register By: 12/26/06 Cancellation Deadline: 1/6/07
Selection Verification Date: 12/29/06 Cost: \$74
The state has developed a new policy regarding all forms of workplace harassment in accordance with the Executive Order. This workshop will help employees understand what workplace harassment is, identify who is protected, and describe what an employee should do if he/she encounters harassing behavior in the workplace.

TAKING TIME FOR MAKING TIME

January 29, 2007 8:30–12:30
Audience: Any Employee
Course Number: 4126–0092
Register By: 1/12/07 Cancellation Deadline: 1/23/07
Selection Verification Date: 1/15/07 Cost: \$175
Organizing, prioritizing, and managing time: these things seem to come naturally to some people. For most of us though, it's not so easy. The demands of work, family and so much else make it easy for something to "fall through the cracks." And then, of course, we feel guilty for missing the event and resolve to do better next time. Good time management skills can be learned.

Taking Time For Making Time is a fast paced, highly interactive program that provides the basics to manage time and priorities, define and describe your personal and organizational values, write measurable and achievable goals and tasks. Participants will learn to apply specific techniques to avoid procrastination, minimize interruptions such as phone calls, manage information such as mail and e-mail and maximize personal productivity. This four hour course is for all employees.

TRAINING ANNOUNCEMENT

OCTOBER 2006 – JANUARY 2007

WEST TENNESSEE MEMPHIS

TN DEPARTMENT OF

PERSONNEL

EMPLOYEE DEVELOPMENT

& EEO

505 DEADERICK STREET

SUITE 100

JAMES K. POLK BUILDING

NASHVILLE, TN 37243

615.741.3673

ADVANCED LIFESTYLE PLANNING

December 5, 2006 8:30–4:00
Audience: Vested Employees
Course Number: 4116–0210
Register By: 11/18/06 Cancellation Deadline: 11/29/06
Selection Verification Date: 11/21/06 Cost: \$125
This program is designed for employees vested with the state who are 15 years or less from retirement. This course will provide the knowledge needed to focus on health & financial goals and to construct a personalized action plan to continue the process of achieving these goals. Participants will obtain information needed to make preparations or adjust existing plans for financial well-being now instead of waiting until retirement, with information on State Retirement, Insurance options and Social Security.

DEALING WITH DIFFICULT PEOPLE

December 1, 2006 8:30–4:00
Audience: Non-Supervisory
Course Number: 1023–0384
Register By: 11/14/06 Cancellation Deadline: 11/25/06
Selection Verification Date: 11/17/06 Cost: \$150
Conflict is something most of us prefer to avoid, but avoiding conflict is not the answer. This course provides a positive, even optimistic, approach to managing anger, emotional tension, and confrontation.

DIVERSITY: THE WINNING BALANCE

October 6, 2006 8:30–4:00
Audience: Any Employee
Course Number: 5001–0259
Register By: 9/19/06 Cancellation Deadline: 9/30/06
Selection Verification Date: 9/22/06 Cost: \$120
This course will help all employees explore their personal attitudes towards differences, and how these attitudes affect their interaction with others. Five dramatic segments explore the topic of diversity—on a very personal level.

CUSTOMER SERVICE: IN GOVERNMENT!

January 18, 2007 8:30–4:00
Audience: Any Employee
Course Number: 1037–0114
Register By: 1/1/07 Cancellation Deadline: 1/12/07
Selection Verification Date: 1/4/07 Cost: \$140
This workshop will provide helpful insights into working with customers in a government environment and to accomplish the following objectives:

- Identify job, service, and customer knowledge needed to perform their work.
- Recognize service issues from the customer's point of view & list the top seven "service killers."
- Identify factors that influence customer satisfaction and dissatisfaction.
- Discuss elements of appropriate communication used with a customer.
- Identify "moments of truth" in service of customers in the participant's business area and assess service areas needing improvement.
- Apply the "four steps of service" to exceed customer expectations.

EFFECTIVE TRAINING TECHNIQUES

December 15, 2006 8:30–4:00
Audience: Anyone who trains in a formal setting
Course Number: 4110–0135
Register By: 11/28/06 Cancellation Deadline: 12/9/06
Selection Verification Date: 12/1/06 Cost: \$112
A trainer has a most challenging and rewarding job. The rewards come when your help and guidance enables a learner to do something better. The challenge lies in making it happen! Of course, a trainer cannot make someone learn. Successful training requires more than just standing in front of the group and telling them what they should know. This workshop will provide the knowledge and skills required to facilitate learning in a classroom environment.

ENGLISH REVIEW PART I

January 8–12, 2007 8:30–12:30 each day
Audience: Any Employee
Course Number: 1003–0162
Register By: 12/22/06 Cancellation Deadline: 1/2/07
Selection Verification Date: 12/25/06 Cost: \$386
With advancing technology, employees are assuming more responsibility for grammatically correct business correspondence. This course will prepare the employee for today's business world.

INTERVIEWING TECHNIQUES

October 16–17, 2006 8:30–4:00 each day
Audience: Supervisory
Course Number: 3027–0196
Register By: 9/29/06 Cancellation Deadline: 10/10/06
Selection Verification Date: 10/2/06 Cost: \$222
One of the most important functions in State government is staffing. Interviewing skills are a necessary prerequisite for conducting objective interviews in the staffing function. *Interviewing Techniques* provides a uniform, transferable, and systematic approach to interviewing. Through video modeling, short lectures, and skill practice, participants learn a systematic approach to planning, conducting and evaluating effective interviews. Equal Opportunity, Affirmative Action, and ADA laws are specifically addressed in the course.

MAKING EFFECTIVE PRESENTATIONS

December 12–13, 2006 12th (8:30–12:30), 13th (8:30–4:00)
Audience: Anyone making formal presentations
Course Number: 4102–0147
Register By: 11/25/06 Cancellation Deadline: 12/6/06
Selection Verification Date: 11/28/06 Cost: \$183
It is normal to be uncomfortable about speaking in front of a group of people. *Making Effective Presentations* provides ways to increase the ability to express ideas so that the speaker gains audience understanding and support. This course provides an opportunity to learn key steps and useful tips in preparing for and giving effective presentations.

COURSE

A N N O U N C E M E N T

OCTOBER 2006
– JANUARY 2007

MEMPHIS

MANAGING PERFORMANCE₂

November 21-22, 2006 8:30–4:00 each day
Audience: Supervisors
Course Number: 2039–0080
Register By: 11/4/06 Cancellation Deadline: 11/15/06
Selection Verification Date: 11/7/06 Cost: \$0
Managing Performance₂ is a two-day workshop that will provide supervisors and managers with the knowledge and skills necessary to effectively manage the performance of the employees who report to them. At the end of the workshop participants will be able to:

- Define performance.
- Identify the reasons why performance is important.
- Review the basic principles of motivation.
- Recognize the leader's role in fostering a positive work environment.
- Recognize the different opportunities for improving employee performance.
- Identify the steps for performance counseling.
- Use the performance counseling worksheet to prepare for and conduct a performance counseling discussion.
- Learn the basic principles for providing effective feedback.
- Identify ways to reinforce effective performance.
- Develop an action plan to apply the knowledge and skills learned.

Managing Performance₂ (MP₂) replaces Managing Performance in the LDI Phase I. Its content is designed to parallel that of Managing Performance, and as such supervisors who have taken the original course will not be required to enroll in MP₂. Since MP₂ is an LDI course, there is no charge to participate.

ORGANIZATIONAL POLICIES & PRACTICES FOR SUPERVISORS

December 14-15, 2006 14th (8:30–4:00) 15th (8:30–11:30)
Audience: Supervisors
Course Number: 2035–0847
Register By: 11/27/06 Cancellation Deadline: 12/8/06
Selection Verification Date: 11/30/06 Cost: \$0
Organizational Policies & Practices for Supervisors supports the Leadership Development Initiative and introduces:

- The fundamental change in their job role that occurs as a new supervisor.
- Supervisory responsibility under applicable Federal, State and local laws and policies.
- The organization and key provisions of the Department of Personnel Rules.
- A systematic approach to managing the performance of employees.

PLAIN LANGUAGE WRITING

October 18, 2006 8:30–4:00
Audience: Any Employee
Course Number: 4123–0093
Register By: 10/1/06 Cancellation Deadline: 10/12/06
Selection Verification Date: 10/4/06 Cost: \$134
The traditional way of writing government documents often means the reader can't understand the intended message. This can lead to customer dissatisfaction and even more serious negative consequences to the agency and to our customers. Studies show that clearly written regulations, official letters, and memos improve compliance and decrease litigation, complaints, etc. Writing that considers our reader's needs improves the relationship between government and the public it serves and our internal customers. Clear writing reduces this burden on the public. It also reduces our burden because we don't have to deal with the consequences of unclear communication. This course is designed to provide you with appropriate writing solutions.

RESPECTFUL WORKPLACE: A MANAGER'S GUIDE TO PREVENTING WORKPLACE HARASSMENT

October 26, 2006 8:30–4:00
Audience: Supervisors/Managers
Course Number: 3077–0365
Register By: 10/9/06 Cancellation Deadline: 10/20/06
Selection Verification Date: 10/12/06 Cost: \$109
While all state employees are responsible for creating a respectful workplace, much of the challenge for implementing the state's new policy on Workplace Harassment will fall on managers and supervisors. What are harassing behaviors? What does a manager/supervisor do if they receive a complaint? How are complaints documented? What is retaliation? This course will provide the answers to these and many other questions managers and supervisors may have about Workplace Harassment.

RESPECTFUL WORKPLACE: A MANAGER'S GUIDE TO PREVENTING WORKPLACE HARASSMENT

January 25, 2007 8:30–4:00
Audience: Supervisors/Managers
Course Number: 3077–0395
Register By: 1/8/07 Cancellation Deadline: 1/19/07
Selection Verification Date: 1/11/07 Cost: \$109

RESPECTFUL WORKPLACE: A STAFF GUIDE TO PREVENTING WORKPLACE HARASSMENT

October 27, 2006 8:30–12:30
Audience: Non Supervisory
Course Number: 5044–0859
Register By: 10/10/06 Cancellation Deadline: 10/21/06
Selection Verification Date: 10/13/06 Cost: \$74
The state has developed a new policy regarding all forms of workplace harassment in accordance with the Executive Order. This workshop will help employees understand what workplace harassment is, identify who is protected, and describe what an employee should do if he/she encounters harassing behavior in the workplace.

TAKING TIME FOR MAKING TIME

October 6, 2006 8:30–12:30
Audience: Any Employee
Course Number: 4126–0082
Register By: 9/19/06 Cancellation Deadline: 9/30/06
Selection Verification Date: 9/22/06 Cost: \$175
Organizing, prioritizing, and managing time: these things seem to come naturally to some people. For most of us though, it's not so easy. The demands of work, family and so much else make it easy for something to "fall through the cracks." And then, of course, we feel guilty for missing the event and resolve to do better next time. Good time management skills can be learned.

Taking Time For Making Time is a fast paced, highly interactive program that provides the basics to manage time and priorities, define and describe your personal and organizational values, write measurable and achievable goals and tasks. Participants will learn to apply specific techniques to avoid procrastination, minimize interruptions such as phone calls, manage information such as mail and e-mail and maximize personal productivity. This four hour course is for all employees.

TRAINING ANNOUNCEMENT

OCTOBER 2006 – JANUARY 2006

EAST TENNESSEE CHATTANOOGA

TN DEPARTMENT OF

PERSONNEL

EMPLOYEE DEVELOPMENT

& EEO

505 DEADERICK STREET

SUITE 100

JAMES K. POLK BUILDING

NASHVILLE, TN 37243

615.741.3673

3 T's OF COMMUNICATION—TOOLS, TECHNIQUES & TIPS

January 5, 2007 8:30–12:30
Audience: Any Employee
Course Number: 4128–0080
Register By: 12/19/06 Cancellation Deadline: 12/30/06
Selection Verification Date: 12/22/06 Cost: \$115
The workplace is moving at a faster pace than ever before. It was not that long ago that “sending” a document meant putting a paper document in an envelope and mailing it. You would be glad for it to be received within a week. Now we expect to send a document anywhere in the world and have it received in a matter of minutes, if not seconds. The communication options that we have today are so numerous! Which is “right”? Which is “best”? How will you know which to use and how best to use it?

The 3 T's of Communication is highly specific to State Government's communication environment. This office efficiency course will provide tools, techniques and tips to resolve communication problems facing most office staff today. By using available technology, participants will learn to improve their overall effectiveness and efficiency.

ADVANCED LIFESTYLE PLANNING

December 8, 2006 8:30–4:00
Audience: Vested Employees
Course Number: 4116–0212
Register By: 11/21/06 Cancellation Deadline: 12/2/06
Selection Verification Date: 11/24/06 Cost: \$125
This program is designed for employees vested with the state who are 15 years or less from retirement. This course will provide the knowledge needed to focus on health & financial goals and to construct a personalized action plan to continue the process of achieving these goals. Participants will obtain information needed to make preparations or adjust existing plans for financial well-being now instead of waiting until retirement, with information on State Retirement, Insurance options and Social Security.

CUSTOMER SERVICE: IN GOVERNMENT!

December 4, 2006 8:30–4:00
Audience: Any Employee
Course Number: 1037–0113
Register By: 11/17/06 Cancellation Deadline: 11/28/06
Selection Verification Date: 11/20/06 Cost: \$140
This workshop will provide helpful insights into working with customers in a government environment and to accomplish the following objectives:

- Identify job, service, and customer knowledge needed to perform their work.
- Recognize service issues from the customer's point of view & list the top seven “service killers.”
- Identify factors that influence customer satisfaction and dissatisfaction.
- Discuss elements of appropriate communication used with a customer.
- Identify “moments of truth” in service of customers in the participant's business area and assess service areas needing improvement.
- Apply the “four steps of service” to exceed customer expectations.

DEALING WITH DIFFICULT PEOPLE

November 1, 2006 8:30–4:00
Audience: Non-Supervisory
Course Number: 1023–0382
Register By: 10/15/06 Cancellation Deadline: 10/26/06
Selection Verification Date: 10/18/06 Cost: \$150
Conflict is something most of us prefer to avoid, but avoiding conflict is not the answer. This course provides a positive, even optimistic, approach to managing anger, emotional tension, and confrontation.

DIVERSITY: THE WINNING BALANCE

October 16, 2006 8:30–4:00
Audience: Any Employee
Course Number: 5001–0260
Register By: 9/29/06 Cancellation Deadline: 10/10/06
Selection Verification Date: 10/2/06 Cost: \$120
This course will help all employees explore their personal attitudes towards differences, and how these attitudes affect their interaction with others. Five dramatic segments explore the topic of diversity—on a very personal level.

EFFECTIVE TRAINING TECHNIQUES

November 30, 2006 8:30–4:00
Audience: Anyone who trains in a formal setting
Course Number: 4110–0133
Register By: 11/13/06 Cancellation Deadline: 11/24/06
Selection Verification Date: 11/16/06 Cost: \$112
A trainer has a most challenging and rewarding job. The rewards come when your help and guidance enables a learner to do something better. The challenge lies in making it happen! Of course, a trainer cannot make someone learn. Successful training requires more than just standing in front of the group and telling them what they should know. This workshop will provide the knowledge and skills required to facilitate learning in a classroom environment.

ENGLISH REVIEW PART I

January 22–26, 2007 8:30–12:30 each day
Audience: Any Employee
Course Number: 1003–0163
Register By: 1/5/07 Cancellation Deadline: 1/16/07
Selection Verification Date: 1/8/07 Cost: \$386
With advancing technology, employees are assuming more responsibility for grammatically correct business correspondence. This course will prepare the employee for today's business world.

COURSE

ANNOUNCEMENT

OCTOBER 2006
– JANUARY 2007

CHATTANOOGA

INTERVIEWING TECHNIQUES

November 28-29, 2006 8:30–4:00 each day
Audience: Supervisory
Course Number: 3027–0198
Register By: 11/11/06 Cancellation Deadline: 11/22/06
Selection Verification Date: 11/14/06 Cost: \$222
One of the most important functions in State government is staffing. Interviewing skills are a necessary prerequisite for conducting objective interviews in the staffing function. *Interviewing Techniques* provides a uniform, transferable, and systematic approach to interviewing. Through video modeling, short lectures, and skill practice, participants learn a systematic approach to planning, conducting and evaluating effective interviews. Equal Opportunity, Affirmative Action, and ADA laws are specifically addressed in the course.

MANAGING PERFORMANCE₂

November 13-14, 2006 8:30–4:00 each day
Audience: Supervisors
Course Number: 2039–0079
Register By: 10/27/06 Cancellation Deadline: 11/7/06
Selection Verification Date: 10/30/06 Cost: \$0
Managing Performance₂ is a two-day workshop that will provide supervisors and managers with the knowledge and skills necessary to effectively manage the performance of the employees who report to them. At the end of the workshop participants will be able to:

- Define performance.
- Identify the reasons why performance is important.
- Review the basic principles of motivation.
- Recognize the leader's role in fostering a positive work environment.
- Recognize the different opportunities for improving employee performance.
- Identify the steps for performance counseling.
- Use the performance counseling worksheet to prepare for and conduct a performance counseling discussion.
- Learn the basic principles for providing effective feedback.
- Identify ways to reinforce effective performance.
- Develop an action plan to apply the knowledge and skills learned.

Managing Performance₂ (MP₂) replaces Managing Performance in the LDI Phase I. Its content is designed to parallel that of Managing Performance, and as such supervisors who have taken the original course will not be required to enroll in MP₂. Since MP₂ is an LDI course, there is no charge to participate.

ORGANIZATIONAL POLICIES & PRACTICES FOR SUPERVISORS

October 26-27, 2006 26th (8:30–4:00) 27th (8:30–11:30)
Audience: Supervisors
Course Number: 2035–0840
Register By: 10/9/06 Cancellation Deadline: 10/20/06
Selection Verification Date: 10/12/06 Cost: \$0
Organizational Policies & Practices for Supervisors supports the Leadership Development Initiative and introduces:

- The fundamental change in their job role that occurs as a new supervisor.
- Supervisory responsibility under applicable Federal, State and local laws and policies.
- The organization and key provisions of the Department of Personnel Rules.
- A systematic approach to managing the performance of employees.

ORGANIZATIONAL POLICIES & PRACTICES FOR SUPERVISORS

December 4-5, 2006 4th (8:30–4:00) 5th (8:30–11:30)
Audience: Supervisors
Course Number: 2035–0846
Register By: 11/17/06 Cancellation Deadline: 11/28/06
Selection Verification Date: 11/20/06 Cost: \$0

PLAIN LANGUAGE WRITING

November 22, 2006 8:30–4:00
Audience: Any Employee
Course Number: 4123–0095
Register By: 11/5/06 Cancellation Deadline: 11/16/06
Selection Verification Date: 11/8/06 Cost: \$134
The traditional way of writing government documents often means the reader can't understand the intended message. This can lead to customer dissatisfaction and even more serious negative consequences to the agency and to our customers. Studies show that clearly written regulations, official letters, and memos improve compliance and decrease litigation, complaints, etc. Writing that considers our reader's needs improves the relationship between government and the public it serves and our internal customers. Clear writing reduces this burden on the public. It also reduces our burden because we don't have to deal with the consequences of unclear communication. This course is designed to provide you with appropriate writing solutions.

RESPECTFUL WORKPLACE: A STAFF GUIDE TO PREVENTING WORKPLACE HARASSMENT

November 27, 2006 8:30–12:30
Audience: Non Supervisory
Course Number: 5044–0936
Register By: 11/10/06 Cancellation Deadline: 11/21/06
Selection Verification Date: 11/13/06 Cost: \$74
The state has developed a new policy regarding all forms of workplace harassment in accordance with the Executive Order. This workshop will help employees understand what workplace harassment is, identify who is protected, and describe what an employee should do if he/she encounters harassing behavior in the workplace.

TAKING TIME FOR MAKING TIME

October 20, 2006 8:30–12:30
Audience: Any Employee
Course Number: 4126–0081
Register By: 10/3/06 Cancellation Deadline: 10/14/06
Selection Verification Date: 10/6/06 Cost: \$175
Organizing, prioritizing, and managing time: these things seem to come naturally to some people. For most of us though, it's not so easy. The demands of work, family and so much else make it easy for something to "fall through the cracks." And then, of course, we feel guilty for missing the event and resolve to do better next time. Good time management skills can be learned.

Taking Time For Making Time is a fast paced, highly interactive program that provides the basics to manage time and priorities, define and describe your personal and organizational values, write measurable and achievable goals and tasks. Participants will learn to apply specific techniques to avoid procrastination, minimize interruptions such as phone calls, manage information such as mail and e-mail and maximize personal productivity. This four hour course is for all employees.

COURSE

A N N O U N C E M E N T

**OCTOBER 2006
– JANUARY 2007**

CHATTANOOGA

TAKING TIME FOR MAKING TIME

January 11, 2007

8:30–12:30

Audience:

Any Employee

Course Number:

4126–0093

Register By: 12/25/06

Cancellation Deadline: 1/5/07

Selection Verification Date: 12/28/06

Cost : \$175

TRAINING ANNOUNCEMENT

OCTOBER 2006 – JANUARY 2007

EAST TENNESSEE JOHNSON CITY

TN DEPARTMENT OF

PERSONNEL

EMPLOYEE DEVELOPMENT

& EEO

505 DEADERICK STREET

SUITE 100

JAMES K. POLK BUILDING

NASHVILLE, TN 37243

615.741.3673

3 T's OF COMMUNICATION—TOOLS, TECHNIQUES & TIPS

October 25, 2006 8:30–12:30
Audience: Any Employee
Course Number: 4128–0074
Register By: 10/8/06 Cancellation Deadline: 10/19/06
Selection Verification Date: 10/11/06 Cost: \$115
The workplace is moving at a faster pace than ever before. It was not that long ago that “sending” a document meant putting a paper document in an envelope and mailing it. You would be glad for it to be received within a week. Now we expect to send a document anywhere in the world and have it received in a matter of minutes, if not seconds. The communication options that we have today are so numerous! Which is “right”? Which is “best”? How will you know which to use and how best to use it?

The 3 T's of Communication is highly specific to State Government's communication environment. This office efficiency course will provide tools, techniques and tips to resolve communication problems facing most office staff today. By using available technology, participants will learn to improve their overall effectiveness and efficiency.

BRIDGES

November 17, 2006 8:30–4:00
Audience: Managers
Course Number: 3059–0096
Register By: 10/31/06 Cancellation Deadline: 11/11/06
Selection Verification Date: 11/3/06 Cost: \$108
This program is designed to increase awareness and sensitivity to cultural, racial, ethnic and gender differences, and facilitates the exploration and practice of skills for managing diversity.

DEALING WITH DIFFICULT PEOPLE

December 12, 2006 8:30–4:00
Audience: Non-Supervisory
Course Number: 1023–0386
Register By: 11/25/06 Cancellation Deadline: 12/6/06
Selection Verification Date: 11/28/06 Cost: \$150
Conflict is something most of us prefer to avoid, but avoiding conflict is not the answer. This course provides a positive, even optimistic, approach to managing anger, emotional tension, and confrontation.

MANAGING PERFORMANCE₂

October 23–24, 2006 8:30–4:00 each day
Audience: Supervisors
Course Number: 2039–0073
Register By: 10/6/06 Cancellation Deadline: 10/17/06
Selection Verification Date: 10/9/06 Cost: \$0
Managing Performance₂ is a two-day workshop that will provide supervisors and managers with the knowledge and skills necessary to effectively manage the performance of the employees who report to them. At the end of the workshop participants will be able to:

- Define performance.
- Identify the reasons why performance is important.
- Review the basic principles of motivation.
- Recognize the leader's role in fostering a positive work environment.
- Recognize the different opportunities for improving employee performance.
- Identify the steps for performance counseling.
- Use the performance counseling worksheet to prepare for and conduct a performance counseling discussion.
- Learn the basic principles for providing effective feedback.
- Identify ways to reinforce effective performance.
- Develop an action plan to apply the knowledge and skills learned.

Managing Performance₂ (MP₂) replaces Managing Performance in the LDI Phase I. Its content is designed to parallel that of Managing Performance, and as such supervisors who have taken the original course will not be required to enroll in MP₂. Since MP₂ is an LDI course, there is no charge to participate.

ORGANIZATIONAL POLICIES & PRACTICES FOR SUPERVISORS

January 18–19, 2007 18th (8:30–4:00) 19th (8:30–11:30)
Audience: Supervisors
Course Number: 2035–0849
Register By: 1/1/07 Cancellation Deadline: 1/12/07
Selection Verification Date: 1/4/07 Cost: \$0

Organizational Policies & Practices for Supervisors supports the Leadership Development Initiative and introduces:

- The fundamental change in their job role that occurs as a new supervisor.
- Supervisory responsibility under applicable Federal, State and local laws and policies.
- The organization and key provisions of the Department of Personnel Rules.
- A systematic approach to managing the performance of employees.

COURSE

A N N O U N C E M E N T

**OCTOBER 2006
– JANUARY 2007**

JOHNSON CITY

RESPECTFUL WORKPLACE: A MANAGER'S GUIDE TO PREVENTING WORKPLACE HARASSMENT

November 8, 2006 8:30–4:00
Audience: Supervisors/Managers
Course Number: 3077–0390
Register By: 10/22/06 Cancellation Deadline: 11/20/06
Selection Verification Date: 10/25/06 Cost: \$109

While all state employees are responsible for creating a respectful workplace, much of the challenge for implementing the state's new policy on Workplace Harassment will fall on managers and supervisors. What are harassing behaviors? What does a manager/supervisor do if they receive a complaint? How are complaints documented? What is retaliation? This course will provide the answers to these and many other questions managers and supervisors may have about Workplace Harassment.

RESPECTFUL WORKPLACE: A STAFF GUIDE TO PREVENTING WORKPLACE HARASSMENT

December 8, 2006 8:30–12:30
Audience: Non Supervisory
Course Number: 5044–0939
Register By: 11/21/06 Cancellation Deadline: 12/2/06
Selection Verification Date: 11/24/06 Cost: \$74

The state has developed a new policy regarding all forms of workplace harassment in accordance with the Executive Order. This workshop will help employees understand what workplace harassment is, identify who is protected, and describe what an employee should do if he/she encounters harassing behavior in the workplace.

STRATEGIES FOR STRESS MANAGEMENT

January 12, 2007 8:30–4:00
Audience: Any Employee
Course Number: 4037–0334
Register By: 12/26/06 Cancellation Deadline: 1/6/06
Selection Verification Date: 12/29/06 Cost: \$110

Stress is a part of everyone's life. If we don't manage our individual stress levels, serious physical and emotional problems can occur. This program is designed to help employees understand stress, its causes, how people react to stress and ways to cope with stress.

TRAINING ANNOUNCEMENT

OCTOBER 2006 – JANUARY 2007

EAST TENNESSEE KNOXVILLE

TN DEPARTMENT OF

PERSONNEL

EMPLOYEE DEVELOPMENT

& EEO

505 DEADERICK STREET

SUITE 100

JAMES K. POLK BUILDING

NASHVILLE, TN 37243

615.741.3673

3 T's OF COMMUNICATION—TOOLS, TECHNIQUES & TIPS

December 5, 2006 8:30–12:30
Audience: Any Employee
Course Number: 4128–0078
Register By: 11/18/06 Cancellation Deadline: 11/29/06
Selection Verification Date: 11/21/06 Cost: \$115
The workplace is moving at a faster pace than ever before. It was not that long ago that “sending” a document meant putting a paper document in an envelope and mailing it. You would be glad for it to be received within a week. Now we expect to send a document anywhere in the world and have it received in a matter of minutes, if not seconds. The communication options that we have today are so numerous! Which is “right”? Which is “best”? How will you know which to use and how best to use it?

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CHOICES

January 11, 2007 8:30–4:00
Audience: Supervisory
Course Number: 2018–0359
Register By: 12/25/06 Cancellation Deadline: 1/5/07
Selection Verification Date: 12/28/06 Cost: \$124
This course shows how an organization can reduce or eliminate EEO complaints and charges, increase manager sensitivity to subtle forms of discrimination, meet affirmative action and EEO guidelines, boost morale, maintain a better public image, and retain its best employees.

DEALING WITH DIFFICULT PEOPLE

December 7, 2006 8:30–4:00
Audience: Non-Supervisory
Course Number: 1023–0383
Register By: 11/20/06 Cancellation Deadline: 12/1/06
Selection Verification Date: 11/23/06 Cost: \$150
Conflict is something most of us prefer to avoid, but avoiding conflict is not the answer. This course provides a positive, even optimistic, approach to managing anger, emotional tension, and confrontation.

DIVERSITY: THE WINNING BALANCE

November 9, 2006 8:30–4:00
Audience: Any Employee
Course Number: 5001–0264
Register By: 10/23/06 Cancellation Deadline: 11/3/06
Selection Verification Date: 10/26/06 Cost: \$120
This course will help all employees explore their personal attitudes towards differences, and how these attitudes affect their interaction with others. Five dramatic segments explore the topic of diversity—on a very personal level.

MAKING EFFECTIVE PRESENTATIONS

October 2-3, 2006 2nd (8:30–12:30), 3rd (8:30–4:00)
Audience: Anyone making formal presentations
Course Number: 4102–0143
Register By: 9/15/06 Cancellation Deadline: 9/26/06
Selection Verification Date: 9/18/06 Cost: \$183
It is normal to be uncomfortable about speaking in front of a group of people. *Making Effective Presentations* provides ways to increase the ability to express ideas so that the speaker gains audience understanding and support. This course provides an opportunity to learn key steps and useful tips in preparing for and giving effective presentations.

MANAGING PERFORMANCE₂

December 11-12, 2006 8:30–4:00 each day
Audience: Supervisors
Course Number: 2039–0083
Register By: 11/24/06 Cancellation Deadline: 12/5/06
Selection Verification Date: 11/27/06 Cost: \$0
Managing Performance₂ is a two-day workshop that will provide supervisors and managers with the knowledge and skills necessary to effectively manage the performance of the employees who report to them. At the end of the workshop participants will be able to:

- Define performance.
- Identify the reasons why performance is important.
- Review the basic principles of motivation.
- Recognize the leader's role in fostering a positive work environment.
- Recognize the different opportunities for improving employee performance.
- Identify the steps for performance counseling.
- Use the performance counseling worksheet to prepare for and conduct a performance counseling discussion.
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- Identify ways to reinforce effective performance.
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COURSE

A N N O U N C E M E N T

OCTOBER 2006
– JANUARY 2007

KNOXVILLE

PROJECT MANAGEMENT

January 25-26, 2007 8:30–4:00 each day
Audience: Supervisory
Course Number: 4127–0051
Register By: 1/8/07 Cancellation Deadline: 1/19/07
Selection Verification Date: 1/11/07 Cost: \$365
Today, many professionals find themselves attempting to manage complex and difficult projects. Successful project managers have found it valuable to develop the skills to most effectively plan and carry out their projects. This course will assist in developing the competencies required to effectively manage a project team, establish clarity of project goals, specify required resources, execute the plan and evaluate the outcome.

Project Management provides participants with practical methodologies that result in the successful management of projects. It is a two-day course for all employees managing projects.

RESPECTFUL WORKPLACE: A MANAGER'S GUIDE TO PREVENTING WORKPLACE HARASSMENT

November 20, 2006 8:30–4:00
Audience: Supervisors/Managers
Course Number: 3077–0391
Register By: 11/3/06 Cancellation Deadline: 11/14/06
Selection Verification Date: 11/6/06 Cost: \$109
While all state employees are responsible for creating a respectful workplace, much of the challenge for implementing the state's new policy on Workplace Harassment will fall on managers and supervisors. What are harassing behaviors? What does a manager/supervisor do if they receive a complaint? How are complaints documented? What is retaliation? This course will provide the answers to these and many other questions managers and supervisors may have about Workplace Harassment.

RESPECTFUL WORKPLACE: A STAFF GUIDE TO PREVENTING WORKPLACE HARASSMENT

December 1, 2006 8:30–12:30
Audience: Non Supervisory
Course Number: 5044–0938
Register By: 11/14/06 Cancellation Deadline: 11/25/06
Selection Verification Date: 11/17/06 Cost: \$74
The state has developed a new policy regarding all forms of workplace harassment in accordance with the Executive Order. This workshop will help employees understand what workplace harassment is, identify who is protected, and describe what an employee should do if he/she encounters harassing behavior in the workplace.

TAKING TIME FOR MAKING TIME

November 2, 2006 8:30–12:30
Audience: Any Employee
Course Number: 4126–0088
Register By: 12/16/06 Cancellation Deadline: 12/27/06
Selection Verification Date: 12/19/06 Cost: \$175
Organizing, prioritizing, and managing time: these things seem to come naturally to some people. For most of us though, it's not so easy. The demands of work, family and so much else make it easy for something to "fall through the cracks." And then, of course, we feel guilty for missing the event and resolve to do better next time. Good time management skills can be learned.

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Great...How do I sign up?

Please contact your agency's training coordinator for further information on attending these course offerings. If you are unsure who coordinates training for your agency, give us a call at 615.741.3673.

Any individuals with disabilities wishing to participate in these course offerings should contact their agency's training coordinator for registration and to discuss any auxiliary aids or services needed to facilitate such participation.

For more information, you can also find us...On the Internet:

www.state.tn.us/personnel/training.

TRAINING ANNOUNCEMENT

OCTOBER 2006 – JANUARY 2007

EAST TENNESSEE OAK RIDGE

TN DEPARTMENT OF

PERSONNEL

EMPLOYEE DEVELOPMENT

& EEO

505 DEADERICK STREET

SUITE 100

JAMES K. POLK BUILDING

NASHVILLE, TN 37243

615.741.3673

MANAGING PERFORMANCE₂

December 13-14, 2006

8:30-4:00 each day

Audience:

Supervisors

Course Number:

2039-0084

Register By: 11/26/06

Cancellation Deadline: 12/7/06

Selection Verification Date: 11/29/06

Cost: \$0

Managing Performance₂ is a two-day workshop that will provide supervisors and managers with the knowledge and skills necessary to effectively manage the performance of the employees who report to them. At the end of the workshop participants will be able to:

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